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ABSTRACT

This paper uses the subject of job satisfaction to compare subject access by ERIC descriptors and Library of Congress subject headings (LCSH). A description of the study methodology precedes a definition of job satisfaction and background information on the topic. Lists of ERIC and LCSH equivalents to job satisfaction subject terms developed by the author, and other relevant ERIC and LCSH search terms found by browsing are provided. Copies of LCSH and ERIC records for the same publication are also given for the sake of comparison. The paper concludes with an analysis of the syndetic structure of ERIC and LCSH, a comparison of the subject access provided by the two systems, and suggestions for improvement. (ESR)

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A COMPARISON OF TWO SUBJECT ACCESS SCHEMES : LCSH & ERIC

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Organization of Information Resources
29 April 1982

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When a user is looking for material on a particular topic, he/she must identify important words or phrases to be used when searching through the subject catalog. What happens at the subject catalog depends on whether or not the user has thought of the right terms. If the user does not find the word or phrase in the catalog he/she could think of another term, ask for help, or give up. If the word or phrase is found, the user might pick one book or article and use its bibliography to find other related items, think that all the books or articles on his chosen topic are listed under that one heading and just use those mentioned, or search under several headings to find several items which may be of interest. Different people will do different things and therefore we should be prepared to handle all of the abovementioned possibilities so that as many patrons as possible will be satisfied with what they find.

Studies have shown that although most catalog searches are successful, there is a significant failure rate for subject searches.[1] In addition, it has been observed repeatedly that when the user searches the subject catalog, he/she tends to look in one place only and does not follow cross references.[2] One of the problems helping to cause the abovementioned failure rate is the inconsistencies within subject access schemes, particularly Library of Congress Subject Headings (LCSH). How does a user know what to do when he/she sees the subject heading Industrial sociology but then discovers another heading: Sociology, rural? There is also inconsistency between subject access schemes. One scheme might choose "Pay" as the used term while another uses "Salary" and yet another uses "Wages". These kind of inconsistencies not only lead to failure in searching, but also make the user feel very frustrated when trying to find information.

I have used the subject job satisfaction, as defined in a following section, to study subject access using ERIC descriptors and Library of Congress subject headings. In this paper I will look at the terms related to the topic job satisfaction used as ERIC descriptors and Library of Congress subject headings. I will try to analyze each system from what I find and do not find as well as compare them to each other. I will also suggest improvements for both.

From background readings I have attempted to define job satisfaction and create a list of relevant search terms. Putting my terms in hierarchical order, I then compare the syndetic structure of my list with those from the Thesaurus of ERIC descriptors (ERIC) and LCSH. Next I have tried to find all the equivalent terms in ERIC and LCSH for the list I created. To be as thorough as possible, I have also browsed through ERIC and LCSH for releveant terms. In addition, I looked at other subject headings on all cards in the card catalog that had job satisfaction as a subject. Because I feel that you do not learn the subject of an item only from the subject terms given, I have also looked at one item that has been described by the Library of Congress and by ERIC.

DEFINITION AND BACKGROUND INFORMATION

Job satisfaction is defined by different people in different ways. Gruneberg states that job satisfaction refers to "the individual's emotional reactions to a particular job".[3] This is to be distinguished from job morale, which signifies the wellbeing of a group of people.

There are many things that affect a persons satisfaction with the job he/she is performing. If a person is fairly successful at performing his/her job, the individual will probably be more satisfied with the job. Recognition of a job well done also influences the individual's satisfaction with a job. This recognition can be in the form of higher pay, promotion or simply positive feedback from a supervisor. For many people pay is one of the most important aspects of a job. High or low pay can influence the degree of job satisfaction or dissatisfaction. Supervision affects satisfaction. Different people supervise in different ways. Some employees work better with different methods of supervision than others. Not getting along with a supervisor can really affect how a person feels about their job.

Whether or not a person is satisfied with their job can influence a variety of factors. If someone is dissatisfied with their job they might be absent from work more often than if they were satisfied. Similarly, if a job causes the individual much dissatisfaction chances are that the person will look for employment elsewhere. If an employer sees a high level of absenteeism or employee turnover, he/she could assume that people are not very satisfied with their jobs. Some of the things that could be done to improve job satisfaction would be to redesign jobs, enlarge jobs, or enrich jobs. Changing the tasks involved in the job would help make it more interesting, challenging and satisfying for the employee.

Job satisfaction is influenced by a variety of factors. At the same time it influences other factors. To understand the concept of job satisfaction one should be aware of all these factors. To research this topic one should search for items not only under the term job satisfaction but also under the terms appropriate for all the factors mentioned above.

COMPARISON OF SYNDETIC STRUCTURE

My Terms	ERIC	LCSH
Job satisfaction	Job satisfaction	Job satisfaction
Broader Terms:	Used For:	sa Job enrichment
Job attitude	Employment satisfaction	Teaching satisfaction
Life satisfaction	Occupational satisfaction	xx Attitude (psychology)
Related Terms:	Vocational satisfaction	Employee morale
Absenteeism	Work satisfaction	Job enrichment
Flextime	Broader Term:	Labor and laboring classes
Job autonomy	Work attitudes	Personnel management
Job content	Related Terms:	Satisfaction
Job design	Career Change	Work
Job enrichment	Employer-employee relationships	
Job performance	Flexible working hours	
Job rotation	Job enrichment	
Job security	Need Gratification	
Job stress	Organization Climate	
Job variety	Organizational development	
Participation in decision-making	Self actualization	
Pay	Vocational adjustment	
Promotion	Work Environment	
Recognition		
Self-esteem		
Skill		
Success		
Supervision		
Turnover		
Work environment		

ERIC AND LCSH EQUIVALENTS TO MY SEARCH TERMS

My Terms	ERIC	LCSH
Absenteeism		Absenteeism (labor)
Flextime	Flexible working hours	Hours of labor, flexible
Job autonomy		
Job content		
Job design		Work design
Job enrichment	Job enrichment	Job enrichment
Job performance	Job performance	Employees, rating of Performance standards
Job rotation		
Job security		Job security"
Job stress		Job stress"
Job variety		
Participation in decision-making		Employees' representation in management"
Pay	Salaries	Wages
Promotion	Promotion(occupational)	Promotions
Recognition	Recognition(achievement)	
Self-esteem	Self-esteem	Self-respect
Skills	Job skills	Life skills"
Success	Success	Success
Supervision	Supervision	Supervision of employees
Turnover	Labor turnover	Labor turnover
Work environment	Work environment	Work environment
Job satisfaction	Job satisfaction	Job satisfaction
Life satisfaction	Quality of life	Satisfaction

"Discovered by browsing.

OTHER RELEVANT SEARCH TERMS FOUND BY BROWSING

ERIC	LCSH
Employee attitudes	Employee motivation
Employer attitudes	Labor productivity
Employee responsibility	Motivation (psychology)
Job development	Work--Psychological aspects

EXAMPLE OF SUBJECT ACCESS BY LCSH FOR AN ITEM

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 Screen 1 of 2
COO - FOR OTHER HOLDINGS, ENTER dh DEPRESS DISPLAY RECD SEND
 OCLC: 2990629      Rec stat: n Entrd: 780607        Used: 820311
Type: a Bib lvl: m Govt pub: f Lang:  eng Source:   Illus:
 Repr:   Enc lvl:   Conf pub: 0 Ctry:  dcu Dat tp: s M/F/B: 10
 Indx: 0 Mod rec:   Festschr: 0 Cont: b
 Desc: i Int lvl:   Dates: 1977,
  1 010      77-603049
  2 040      DLC c DLC d m.c.
  3 050 0    LC65 b .Q56
  4 082      370.11/3
  5 086      HE 19.212:5
  6 090       b
  7 049      COOO
  8 100 10   Quinn, Robert P. w cn
  9 245 10   Education and job satisfaction : b a questionable payoff / c by
Robert P. Quinn and Martha S. Baldi de Mandilovitch.
 10 260 0    Washington : b U.S. Dept. of Health, Education, and Welfare,
National Institute of Education, Education and Work Group, c 1977.
 11 300      vii, 69 p. : b graphs ; c 26 cm.
 12 490 1    NIE papers in education and work ; no. 5
 13 504      Bibliography: p. 48-52.

 Screen 2 of 2
 14 650  0   Education x Economic aspects.
 15 650  0   Job satisfaction.
 16 700 10   De Mandilovitch, Martha S. Baldi, e joint author.
 17 810 2    National Institute of Education. b Education and Work Group. t
NIE papers in education and work ; v no. 5.
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EXAMPLE OF SUBJECT ACCESS BY ERIC FOR SAME ITEM

ED 129 702 95 SO 009 483
Quinn, Robert P *Baldi de Mandilovitch, Martha S*

Education and Job Satisfaction: A Questionable Payoff. [A Research Report.]

Michigan Univ., Ann Arbor. Survey Research Center.

Spons Agency - National Inst. of Education (DHEW), Washington, D.C.

Pub Date Nov 75

Contract - NIE-C-74-0136

Note - 92p.; For a related document, see ED 117 127

EDRS Price MF-$0.83 HC-$4.67 Plus Postage.

Descriptors - *Educational Background, Employee Attitudes, Employment, Employment Level, Employment Patterns, *Job Satisfaction, *Labor Force, Models, *National Surveys, Need Gratification, Occupational Aspiration, Research Methodology, Social Psychology, Social Science Research, Statistical Analysis, Surveys, Tables (Data), *Work Attitudes, Work Environment

The relationship between education and job satisfaction is investigated and defined in social psychological terms in this report. The objective of the research was to test the assumption that the better an individual's education, the greater his chances of securing a desired and satisfying job. The authors found a general scarcity of specific information on this relationship and employed two sources of related information in their research. First, they analyzed 16 previous studies which dealt with the relationship between the two variables. Second, they examined secondary analyses of nine national surveys of the American work force. Findings for noncollege trained workers indicated that no increment in job satisfaction exists with each succeeding year of education and that no relationship exists between educational level and job satisfaction. Also indicated was that those persons who had obtained college degrees were consistently more satisfied with their jobs than were other workers. On the basis of these and other findings, the report concludes with a series of six recommendations for future research and policy changes. They include investigating the occupational needs of overeducated workers, reexamining the educational requirements for jobs, and redesigning jobs. The authors developed a social psychological model to help them understand the relationship between education and job satisfaction. In this model, they reasoned that educational level should be positively related to quality of employment (how good one's pay is, how convenient the hours are, how interesting the work is). (Author/DB)

ANALYSIS, COMPARISON AND SUGGESTIONS

ERIC's syndetic structure could be better as far as the related terms go. The references between used term and not used terms is good. ERIC gives one broader term where I think that there could be at least one other.

Approximately sixty three percent of the list I compiled of relevant subject terms were found to be ERIC descriptors. The ERIC descriptors found for the most part were the same terms I came up with from my background readings. The exception was for the concept I call Flextime. The ERIC descriptor for this is Flexible working hours. The only other difference was that some of the ERIC descriptors had qualifiers: Promotion(occupational), Recognition(achievement). I assume this is done to clarify which meaning of the word is being used.

Why were some of my subject terms not ERIC descriptors? Perhaps those terms are not related enough to the subject areas covered by the ERIC Clearinghouses. Perhaps the Clearinghouses have not yet encountered documents or journal articles that have been written on those topics.

LCSH has big problems with its syndetic structure. There are no not used terms. There should be along with the appropriate references between used term and not used terms. In general, the references "sa" and "xx" are very confusing. One never knows where he/she is being led. "Sa" can lead you to narrower or related terms and "xx" can lead you to broader or related terms. This is all really very confusing and needs to be changed to a system that is easier to understand and more logical. Specifically, I think there should be more references to related terms of the subject job satisfaction than there are at present.

I found seventy five percent of my terms in LCSH in some form. I really hunted to find these and found several when browsing through the card catalog.

Being a typical library user, I had forgotten about the supplements to LCSH and originally had not looked through them. After finding several of my related subject headings by browding in the card catalog, I had to figure out why I hadn't found them in LCSH. It took awhile, but I finally remembered about the supplements. I was suprised that I found as many subject headings as I did. Before I started, I guessed that I would find more terms in ERIC than in LCSH.

I am pleased with the terms I found. Only two inverted headings: Employees, rating of and Hours of labor, flexible. Although I am fairly satisfied with what I found, I am not satisfied with the time and effort spent in locating relevant terms. It should not have to be that hard. The more I work with LCSH the more I realize that it is a valuable tool. It is unfortunate that it is so difficult to use.

In comparing the subject access of ERIC and LCSH I find that there are not many things that the two have in common. Some of the terms used for the topic job satisfaction are similar. Finding the ERIC terms was much easier than finding the LCSH terms. One reason searching is easier in ERIC is because it provides a rotated display of descriptors. This display is very helpful when you are looking for phrase type descriptor but are not reallly sure what the phrase would be. For example, the rotated descriptor display made it very easy to find the ERIC term for flextime. I only had to look under one word instead of under three. Something that might be more helpful would be to put the not used to used term references in the rotated descriptor display. This would help the user to realize that he/she might be looking under the wrong word and that the correct term does exist somewhere else in the display. Another reason I think it was easy to find the ERIC descriptors is that the descriptors seem to be fairly similar to natural language, at least more so

than LCSH terms: "Flexible working hours" is a phrase that I might think of, whereas the phrase "Hours of labor, flexible" is not. I think that LCSH needs to update its terms so that people will be able to find them with greater ease. Another helpful thing that ERIC does is to give many more descriptors than LCSH. Using as many terms as necessary tends to help describe the item in greater detail and with more accuracy. I think the Library of Congress should consider allowing more than three subject headings if necessary.

Abstracting items is probably more helpful in describing the subject of the item than just giving terms. Titles can be deceiving and a few subject terms can help the user to make an educated guess on the subject content of an item, but an abstract can really help decide whether the item is useful or not. It would be nice if the user could get abstracts for book titles as often as he/she can get abstracts for journal articles. Another idea that would help in the area of suject searching manually in ERIC and in card catalogs for books would be indexing the important words in the title.

As online access is improved and made available in in different areas of information services, I think that alot of the subject access problems will be solved and life will be a little easier for us all.

REFERENCES

1. D. Kathryn Weintraub. "Essentials or Desiderata of the Bibliographic Record as Discovered by Research," Library Resources & Technical Services, 23: 391-405 (Fall 1979).

2. Ibid.

3. Michael M. Gruneberg. Understanding Job Satisfaction. New York: Wiley, 1979.